



Chiropractic  
Dental  
Medical  
Nursing and Midwifery  
Optometry

Osteopathy  
Pharmacy  
Physiotherapy  
Podiatry  
Psychology

Australian Health Practitioner Regulation Agency

## Media Release

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10 February 2011

### Production error impacts on registration certificates

A print production error by an external supplier has caused a problem with registration certificates mailed to some psychologists and physiotherapists this week.

The issue does not affect any practitioners' registration status and has no impact on their ability to practise.

The error involves printing accurate registration information about individual practitioners on a hard copy certificate branded to a different registration Board.

The Australian Health Practitioner Regulation Agency (AHPRA) apologises to all affected practitioners and will mail replacement certificates from Monday 14 February 2011.

AHPRA CEO, Martin Fletcher, reminded practitioners and employers that the most up to date, accurate and reliable source of information about registered health practitioners remained the online Register, published at [www.ahpra.gov.au](http://www.ahpra.gov.au).

"The online Register is the single most important source of up to date information about the registration status of health practitioners for the community, employers and the professions," Mr Fletcher said.

AHPRA is reviewing arrangements with this supplier and analysing the cause of the problem to ensure there is no repeat.

Immediate investigations indicate this issue is limited to one print run of certificates published at the end of one batch on one day.

AHPRA is also reviewing the use and production of registration certificates, which are required under the National Law.

"We are looking at introducing a web-based option, so practitioners who want a certificate can print one directly from the Register, reflecting current data," Mr Fletcher said.

Some professions overseas (for example nursing and midwifery in parts of the United States) have already phased out the production of certificates altogether and rely instead on an online Register.

#### *For more information*

- Visit [www.ahpra.gov.au](http://www.ahpra.gov.au) under *Contact us* to lodge an online enquiry form
- For registration enquiries: 1300 419 495 (within Australia) +61 7 3666 4911 (overseas callers)
- For media enquiries: (03) 8708 9200